



Virginia Information Technologies Agency



VITA Change Management

Addressing Organizational and People Risks

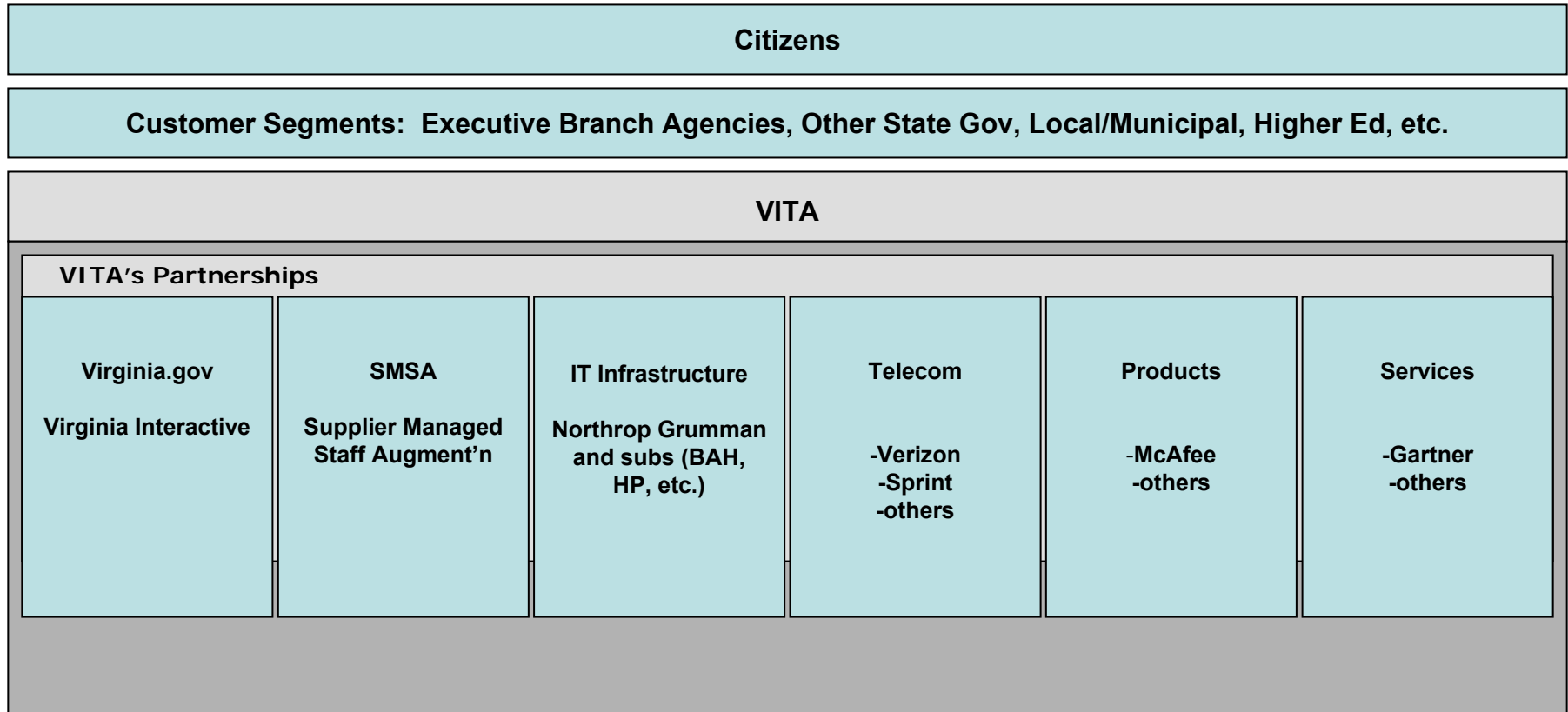
Karen Farwell

October 18, 2006

expect the best



Partnership-Oriented Philosophy





Organizational Change Management Defined

Is....

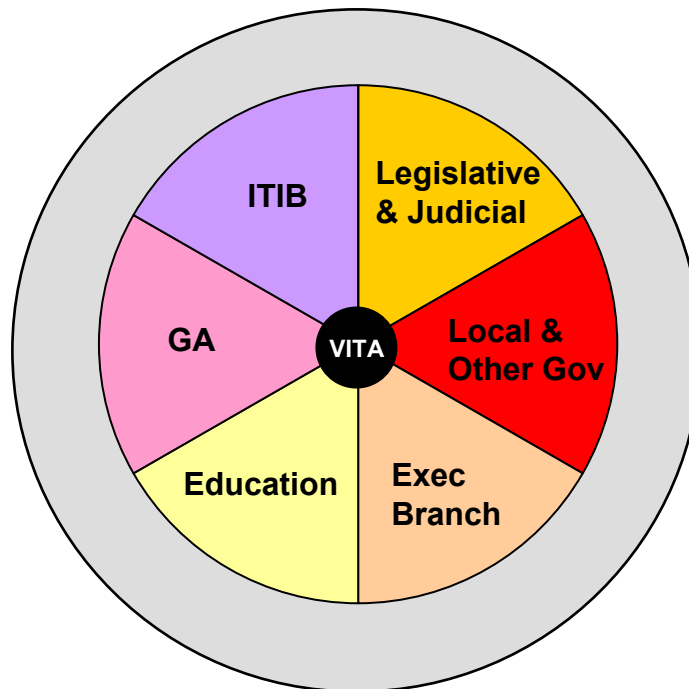
- Addresses organizational and people risks and opportunities to accelerate the agency towards its strategic agenda and performance


Is not.....

- Contract change management
- Technology change management
- Change control/scope management

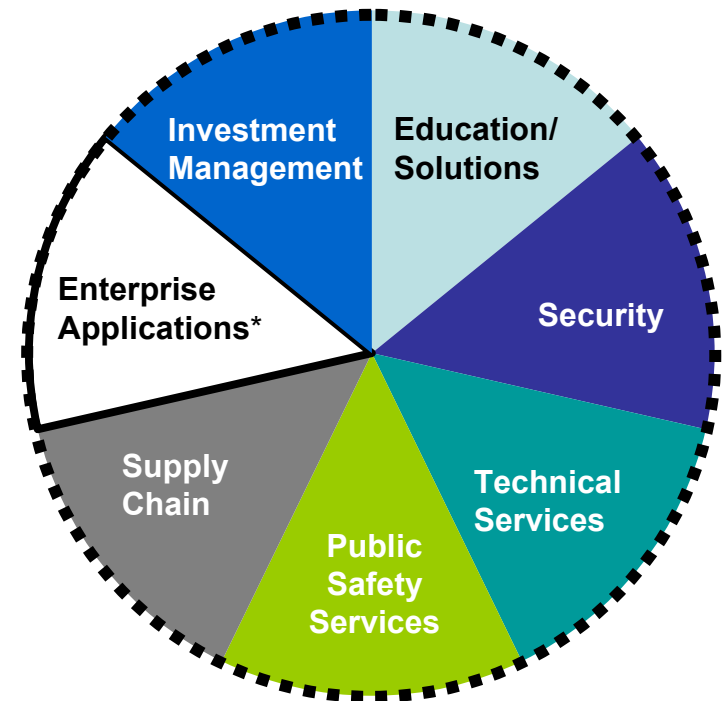
External Context

IT Market Segments



 = Citizens of Virginia

IT Product/Service Portfolio



* = Out of Scope to VITA
 ... = In Scope to ITIB



Internal Context

From:

1000+ Employees

Fundamental understanding of VITA's strategy & role

Direct service delivery

Operating in functional silos

Defined channel to customers

Operating at speed of government

Managing by anecdote

Process-driven

To:

→ ≈ 200 VITA 3.0, as well several hundred managed employees (10/06)

→ Lag in internal understanding of what the NG Partnership implementation means, how to operationalize

→ Increased delivery thru commercial partners

→ Operating across end-to-end agency enterprise

→ Emerging channels to customers

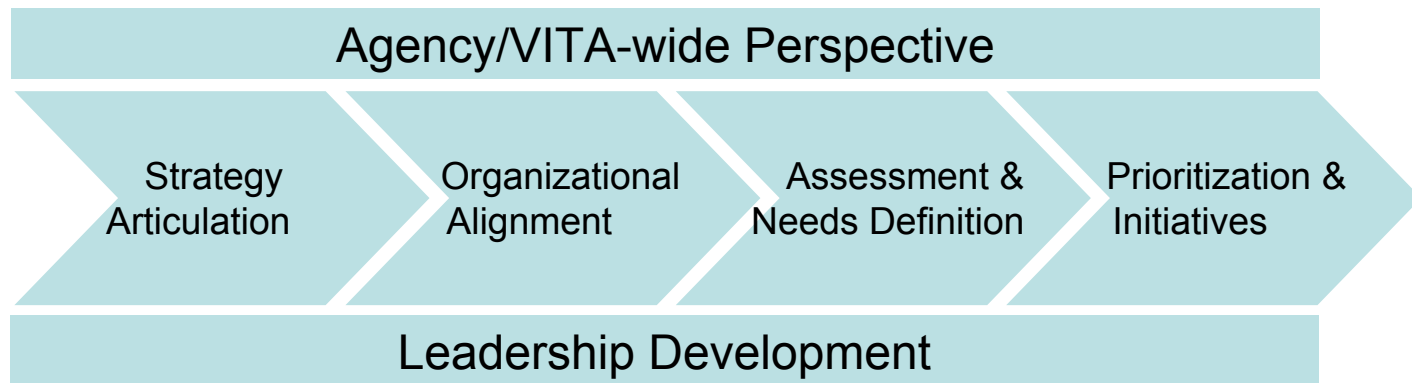
→ Operating at speed of business

→ Managing by metrics

→ Results-driven



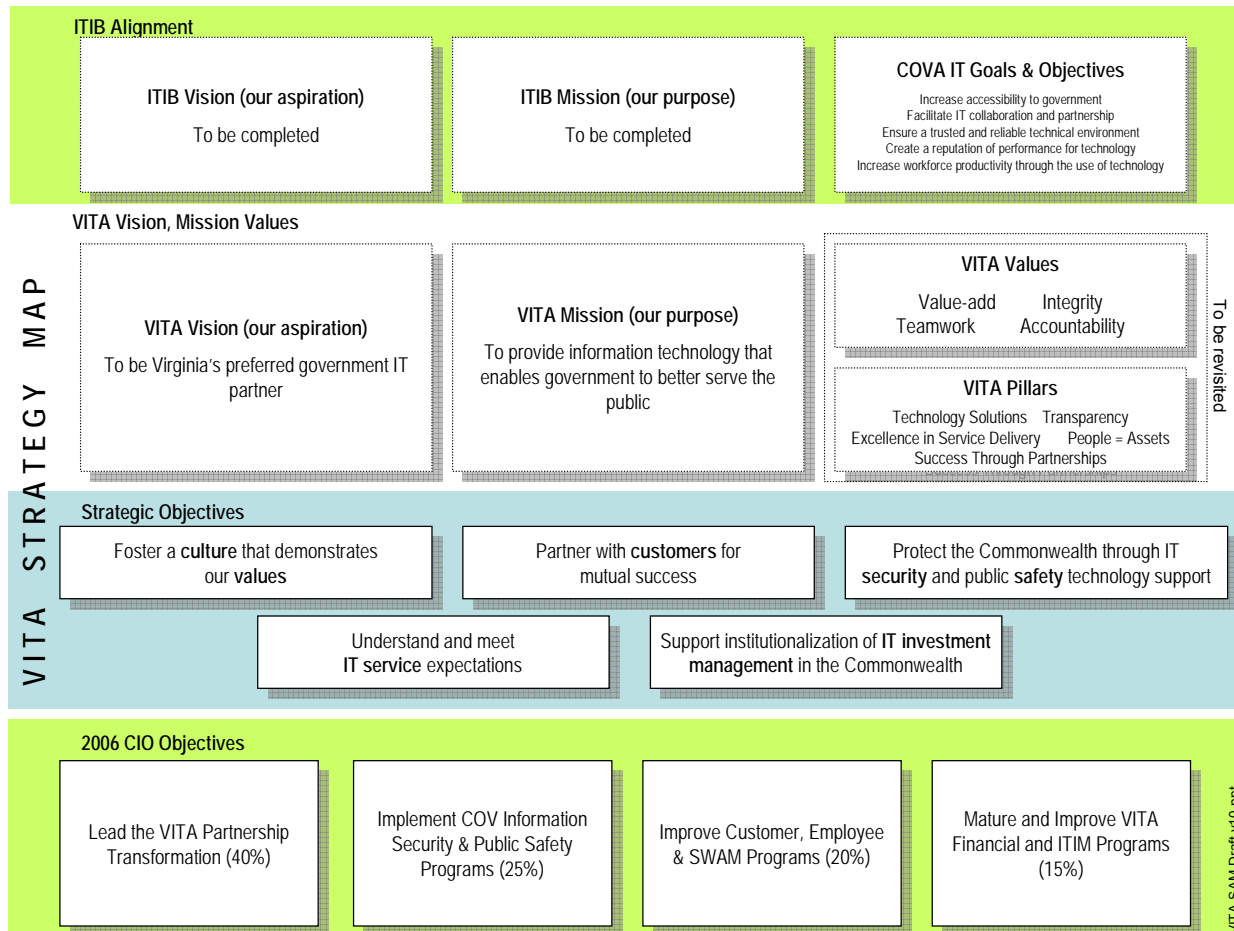
VITA Change Management Approach



- Implementing change while building organizational capabilities
- Transforming VITA in stages; managing risk to current operations
- “Speed to value”
- Focusing on priorities
- Driving enterprise-focused culture and thinking
- Considering organizational capacity
- Integrating program management with re-engineering strategies
- Not done until its part of the fabric



VITA Strategy Articulation - DRAFT



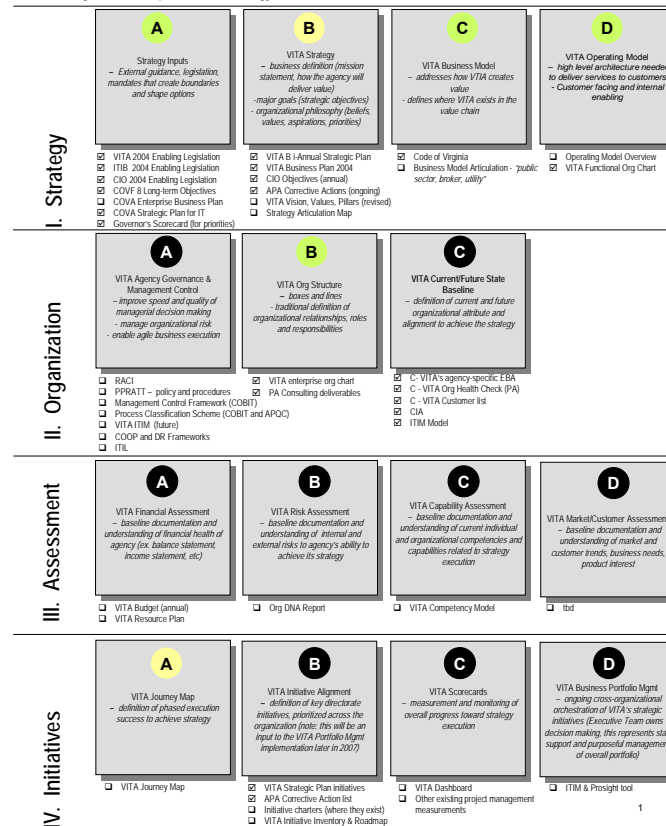
Please see
handout.



VITA Strategy-to-Execution Roadmap

VITA Strategy to Execution Bldg Blocks v.5.ppt

VITA Strategy to Execution Roadmap: Building Blocks to Implement our Strategy



Please see handout.



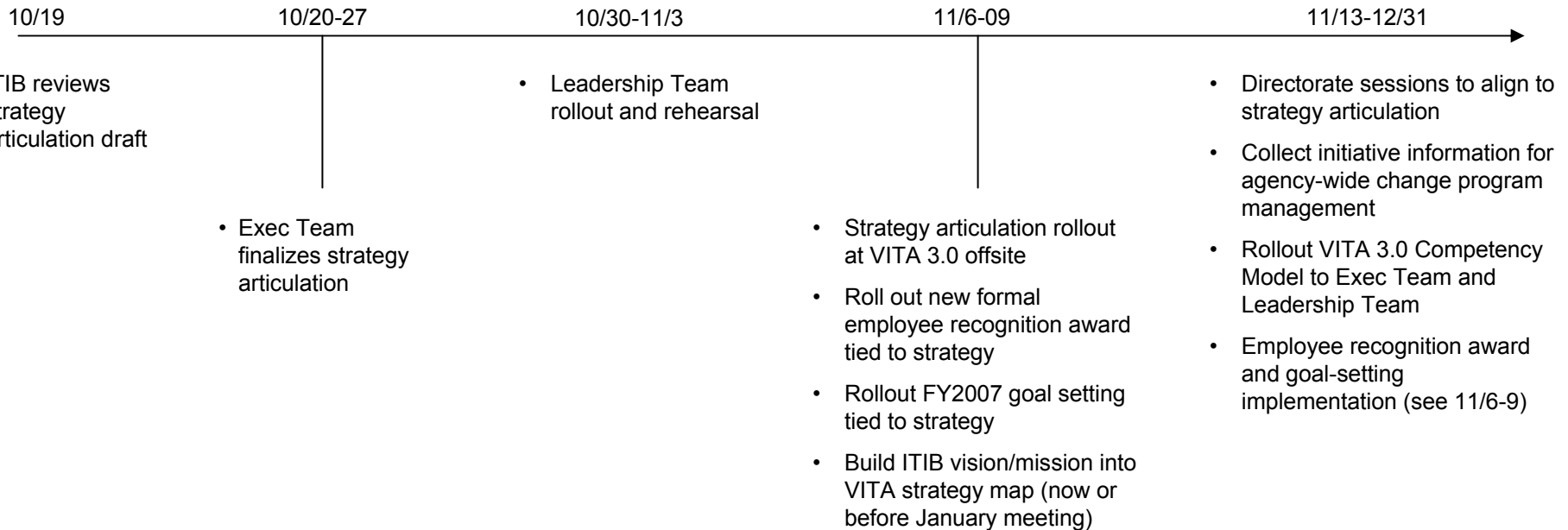
VITA Journey Map - DRAFT

VITA Journey Map	2006/2007	2007/2008	2008/2009	2009/2010
Big Wins →	Improved controls and management of VITA's business. Momentum around IT Partnership.			
Implement the IT Partnership with NG	<ul style="list-style-type: none"> Ground broken for SW data center Doors open on new data center in Chesterfield Measurable improvement in service delivery credited to implementation of ITIL process By end of FY, Co-marketing with NG producing increase in monthly revenue generation of \$1 mil 	<ul style="list-style-type: none"> Partnership's implementation of ESOC initiates more proactive security of enterprise wide networks VITA relocates to Chesterfield with no reported disruptions to service CMOC provides the ability to proactively manage the server environment PC refresh begins, bringing greater standardization and modernizing IT equipment across agencies 	<ul style="list-style-type: none"> n additional new jobs created in economically challenged regions Server and desktop consolidation continue, bringing more and more state workers standardized and modern technology infrastructure, equipment and support By end of FY, Co-marketing with NG producing increase in monthly revenue generation of \$8 mil over previous year 	<ul style="list-style-type: none"> n additional new jobs created in economically challenged regions Partnership completes transformation phase with statewide completion of Help Desk implementation, PC refresh and server consolidation
Safeguard security of COVA data and systems	<ul style="list-style-type: none"> COVA IT security improvement fostered through issuance of security policy, standards and guidance Implementation of enterprise-wide security audit illuminates opportunities for IT security improvements 		<ul style="list-style-type: none"> COVA's advanced security environment develops reputation for quality 	
Anticipate and prepare for disasters	<ul style="list-style-type: none"> Revised VITA COOP and DR plans safeguards state against disruption in technology support 			

Please see handout.



3 Month Plan of Action





Request of ITIB

- ITIB feedback on VITA Vision, Mission & Strategic Objectives (to be rolled out 1st week November)
- ITIB Vision & Mission Statements to input into VITA strategy articulation map

